



**DEPARTMENT OF MANAGED HEALTH CARE**  
**EXAMINATION ANNOUNCEMENT FOR**  
**CONSUMER ASSISTANCE TECHNICIAN**

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.  
IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**OPEN/SPOT: SACRAMENTO.** This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

**FINAL FILING DATE: ONE DAY FILE IN PERSON October 2, 2006 (8:00 am – 4:00 pm only)**

**HOW TO APPLY:** Submit application (STD form 678) **IN PERSON** at (please bring valid ID):

**SUBMIT APPLICATIONS TO: DEPARTMENT OF MANAGED HEALTH CARE**  
**980 9<sup>th</sup> Street, 5<sup>th</sup> Floor, Suite 500**  
**Sacramento, CA 95814**

**Application postmarked or personally delivered after the final filing date will not be accepted for any reason. Faxed applications will not be accepted. Applications will be available at site.**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination". You will be contacted for specific arrangements.

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of a signed identification to each phase of the examination.

**Examination Date:** It is anticipated that interviews will be held during **the month of October/November.**

**MONTHLY SALARY: \$2465 - \$2998**

**NOTE: All Applicants must meet the education and/or experience requirements by the final filing date.**

**MINIMUM QUALIFICATIONS**

**Either I**

One year of experience in the California state service at a level of responsibility equivalent to that of Office Assistant II, performing duties involving substantial public contact and exposure to the laws, rules, regulations, and policies relating to consumer complaints.

**Or II**

Two years of clerical experience in a commercial, governmental, or consumer organization, with primary responsibility for receiving consumer complaints. (Experience in the California state service applied toward this requirement must be in a class with a level of responsibility equivalent to that of Office Assistant II.) (College education may be substituted for one year of the required experience on the basis of one year of education being equivalent to one year of experience.)

**THE POSITION:** Under direction, to receive consumer complaints and inquiries involving a wide variety of areas; to provide information and assistance related to consumer laws, jurisdiction and complaint procedures; to prepare cases for investigation; and to do other related work.

**EXAMINATION INFORMATION:** This examination will consist of a Qualification Appraisal Interview weighted 100%. The interview will include a number of predetermine job-related questions. In order to obtain a position on the eligible list a minimum rating of 70% must be attained the interview. **CANDIDATES WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

**SCOPE:** In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each candidate's:

**A. Knowledge of:**

1. Sources of information used in obtaining consumer interest or complaint information.
2. Functions of Federal, State and local regulatory and law enforcement agencies with consumer interest jurisdiction.
3. Modern office methods, supplies and equipment.

**B. Ability to:**

1. Learn, explain and apply regulatory laws and rules.
2. Perform difficult clerical work.
3. Make arithmetical computations.
4. Evaluate situations accurately and take effective action.
5. Deal tactfully with the public in person and on the telephone.
6. Communicate effectively.
7. Provide guidance and training to lower level staff.

**ELIGIBLE LIST INFORMATION:** The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Veterans' preference credit will be added to the final score of all competitors in the examination who qualify for, and have requested those points. Due to the changes in the law, which were effective January 1, 1996, **VETERANS WHO ACHIEVE PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDIT.**

**GENERAL INFORMATION**

**It is the candidate's responsibility** to contact the Department of Managed Health Care three days prior to the oral test date if he/she has not received his/her notice. **For an examination without a written feature**, it is the candidate's responsibility to contact the Department of Managed Health Care, Examination Services Unit, (916) 324-7153 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

**Applications are available** at the State Personnel Board, local offices of Employment Development Department, Department of Managed Health Care and the State Personnel Board's web site @ <http://www.spb.ca.gov>.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their score.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Location:** Ordinarily, oral interviews are scheduled in Sacramento, San Francisco and Los Angeles. However locations of interviews may be limited to or extended as conditions warrant.

**Eligible List:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional 2) departmental promotional, 3) multidepartmental promotional 4) servicewide promotional 5) departmental open 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible list will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans of self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**DEPARTMENT OF MANAGED HEALTH CARE**  
980 9<sup>th</sup> Street, Suite 500  
Sacramento, CA 95814  
(916) 324-7153

California Relay (Telephone) service for the deaf or hearing impaired: From TDD Phone 1-800-735-2929

From Voice Phone 1-800-735-2922

CONSUMER ASSISTANCE TECHNICIAN  
RELEASE DATE: 09/18/06

CODE: 6NE16  
FINAL FILING DATE: 10/02/06